



**United States Department of the Interior**  
**BUREAU OF LAND MANAGEMENT**

California State Office  
2800 Cottage Way, Suite W-1623  
Sacramento, CA 95825  
[www.ca.blm.gov](http://www.ca.blm.gov)



August 14, 2008

In Reply Refer To:  
9210 (CA-943) P

EMS TRANSMISSION: 8/14/08  
Instruction Memorandum No. **CA-2008-023**  
Expires: 09/30/09

To: CDD Manager, All Field Managers

From: State Director

Subject: Statewide Evaluation of the Radio Backbone Network System **DD: 11/30/08**

**Purpose:** This Instruction Memorandum reiterates and emphasizes proper protocol for reporting any malfunctions within California BLM's radio system and establishes a plan for a review of radio coverage statewide. The review is intended to provide a comprehensive evaluation of the statewide radio network to ensure adequate coverage is available for aircraft and field resources.

**Background:** Concern about inadequate radio coverage has been raised by employees in different California BLM locations over the past few years. The same issue was identified as a finding in the National Fire Preparedness Review conducted in June 2008.

**Timeframe:** Complete the review by **November 30, 2008**.

**Policy/Action:** Based on the concerns raised by employees and the findings of the National Preparedness Review, I have directed the State Chief Information Officer and the State Fire Management Officer, working with the State Telecommunications Manager, to organize a taskforce from outside California to perform a statewide field review of the radio network.

In addition, this IM reiterates the proper protocol for reporting any technical malfunctions in the radio system and emphasizes the importance of following these procedures. Please refer to Instruction Memorandum No. FA-IM-2007-025 which states: Effective October 1, 2007, Land and Mobile Radio customers are required to submit all requests for support to the Help Desk via one of the following methods:

1. Enter a Help Desk ticket from the web at: 1800BLMHELP.blm.gov; or
2. Click the Help Desk Ticket button, in your Lotus Notes e-mail "Inbox"; or
3. E-mail a request stating the problem to: 1800BLMHELP@blm.gov; or
4. In situations where you have no network connection, call: 1-800-BLM-HELP

**Obviously, if you are in the field in a critical situation you should use other means to work around the problem (use a different repeater, relay through a lookout, move to a different location, etc.). Similarly, if you require assistance from a radio technician during an emergency incident, you may need to request assistance before submitting a Help Desk Ticket.** However, as soon as possible, contact your field office or local dispatch and have them submit the ticket for you, or submit it yourself when you return to the office. It is important for you to inform the Help Desk in a timely manner so that the problem can be addressed quickly, under the same conditions as when it occurred. This also documents the problem and helps track this issue.

If you have any questions regarding either the radio help protocol or the planned review, please contact Dexter Dearth, State Telecommunications Manager, (916) 978-4557, or Craig Barnes, State Fire Management Officer, (916) 978-4433.

Signed by:  
Mike Pool  
State Director

Authenticated by:  
Richard A. Erickson  
Records Management